**BROOK HEALTH CENTRE/SILVERSTONE SURGERY**

**IMPROVING YOUR EXPERIENCE AS A PATIENT**

We are aware that with increasing demand, waiting times for an appointment have become unacceptable to patients and staff alike, and it is harder than ever to get through to us on the phone.  To address these issues, we are moving to Total Triage to elevate these issues.

**Total Triage** is a new approach recommended by NHS England, to improve accessibility to Primary Care services. The main objectives are to enhance the quality of care our patients receive, to ensure that they are given the most appropriate appointment or advice to meet their needs and that this is done in a timely way.

This is a significant change for Brook Health Centre/ Silverstone Surgery and our patients, but we believe this will improve communication, access to the right clinician at the right time, and reduce waiting times for appointments.

Not sure what ‘Accurx’ is? Don’t worry, **It’s an NHS-approved software**

**provider**, chosen by 98% of GP practices in England.

Healthcare professionals use this communication software to contact their patients via SMS, email and the NHS App – all to give you better access to care.

# Brook Health Centre/Silverstone Surgery powered by AccuRx, allows patients access through the practice website, and NHS App. If patients are unable to complete the online form, they phone the practice and care navigators follow the same process as patients to fill out the form on their behalf.

**Ensure the system is inclusive and supports patients**

# Brook Health Centre/Silverstone surgery want to ensure all patients are able to be included in this new model.

This includes patients:

* of different ages
* who are disabled
* who are not proficient in English
* who are not used to using/not able to use digital technology to access services
* who may have [**learning disabilities or low levels of literacy**](https://www.bmj.com/content/377/bmj.o1581.full).

### **How do I use Patient Triage?**

* Open the link from our practice website (there's no need to download an app or create an account!) or NHS App
* Select either admin or medical request
* Confirm this is an urgent non-urgent request
* Write the request to the practice, giving as much information as possible
* Tell the practice how you want to be contacted
* Enter your details
* Press submit.

**How Does Total Triage Work?**

The majority of urgent and routine appointment requests for a GP or Clinician, will be made using the online form the patient has submitted, which is available on our website and the NHS app.

On receipt, your appointment request will be assessed by the triage team, the same day. The team will determine the appropriate service, person, and timescale in which you need to be seen and whether you need a telephone or face-to-face appointment. **The triage team includes an experienced Care Navigator and a GP, another Clinican.**

The outcome of the triage will be communicated to you by text message or telephone, the same day. If appropriate, you will receive a booking link to book your own appointment, this will avoid you needing to ring the surgery. The triaging GP may be able to deal with your problem the same day, rather than you waiting for an appointment.

As well as offering GP appointments, some patients will also be directed to other clinicians in the practice such as our mental health practitioner, clinical pharmacist, social care prescriber, physiotherapist or practice nurse. You may also be directed to your community pharmacy or NHS 111, if appropriate. By ensuring that patients reach the right person in a timely way, you will receive appropriate care and our doctors will have increased capacity for those patients who clinically require a GP assessment.

**Urgent medical issues**

**RAG (red-amber-green ratings)**

The on-call GP triages patients to the appropriate HCP (healthcare provider) in a timely manner by using RAG ratings:

* Red: urgent appointments to be seen in the same session
* Amber: appointments within one or two weeks
* Green: next routine appointment.

# Any urgent medical issues will be highlighted in red to alert the triage team who will deal with these cases first

# **Appointments that can be made by telephone or at the surgery reception**

***Chronic Conditions: -***

*Hypertension (Raised blood pressure)*

*Atrial Fibrillation*

*Heart Failure*

*Stroke*

*Chronic Kidney Disease*

# *Asthma*

# *Chronic Obstructive Pulmonary Disease*

# *Diabetes*

# Dressings

# Blood Tests

# Childhood Vaccinations

# Travel Vaccinations

# Annual Vaccinations e.g. Flu, Covid, Pneumonia

# Vitamin B 12 injections

# Any other injections

# Cervical Smears

# Vaginal Swabs

# Spirometry

**Diagram of the process of Total Triage**

